

Performance Management Assessment

Performance Management Assessment

This Performance Management Assessment, as required by the Accreditation process, will indicate if MCHD has the necessary components to continually improve performance.

Below are 14 multiple choice questions and your honesty is most valuable. Your time and input are appreciated, and your answers will be kept confidential.

Thank you for taking this survey.

Performance Management Assessment

Section I. Visible Leadership

* 1. Senior management demonstrates commitment to utilizing a performance management system

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

* 2. Leadership clearly communicates the value of using performance management to improve effectiveness and efficiency

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

* 3. Bureaus are held accountable for developing, maintaining, and improving the performance management system

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

* 4. My Bureau has a team responsible for performance management/quality improvement

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

Performance Management Assessment

Section II. Performance Standards

* 5. Performance measures, indicators, and targets are communicated throughout my Bureau

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

* 6. My Bureau regularly reviews standards and targets

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

* 7. My Bureau sets specific performance targets to be achieved within designated time periods

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

* 8. Managers and employees in my Bureau are held accountable for meeting our standards and targets

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

Performance Management Assessment

Section III. Reporting Progress

* 9. MCHD documents progress related to performance measures and targets

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

* 10. Information on progress is regularly made available to all staff

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

* 11. Progress is made clear so people can understand and use the measures and targets for decision-making

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

Performance Management Assessment

Section IV. Quality Improvement (QI)

* 12. MCHD employees can develop Quality Improvement projects

- ☐ Never/Almost Never
- ☐ Sometimes
- ☐ Always/Almost Always
- ☐ Don't Know

* 13. There is an opportunity for me to access performance management / quality improvement training

- ☐ Yes
- ☐ No
- ☐ I Don't Know

* 14. I have participated in QI training

- ☐ Yes
- ☐ No

Performance Management Assessment

Section IV. Quality Improvement (QI)

* 15. I would like to learn more about quality improvement

☐ Yes

☐ No

If you would like to learn more about Quality Improvement, please contact Patricia Zerounian at x4583.

Thank you for taking the survey, your input is valued.